



**SWAYAM SIDDHI COLLEGE OF MANAGEMENT & RESEARCH**

Affiliated to University of Mumbai, Approved by AICTE, Recognised by DTE Govt Of Maharashtra

NAAC Accrediated B+

# **Student Satisfaction Survey Report**

(Key Indicator 2.7.1)

**Under Criteria II on**

**Teaching – Learning and Evaluation**

**Academic Year 2021-22**



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## Content of Report

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I	Research Methodology
II	Questionnaire & Analysis
III	Key findings from the survey
IV	Action Taken Report

## **Criterion II – Teaching–Learning and Evaluation**

### **Student Satisfaction Survey on Teaching Learning Process**

#### **A) Research Methodology:**

A team of Head of Department, Senior Teachers & Head of Institution conducted the Student Satisfaction Survey during May 2022 through Google Forms.

NAAC SSS format is fully adopted to collect factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the College. This exercise definitely helps to enhance the process of teaching and learning.

This survey corresponds to an institute level feedback on infrastructure and learning experience. The student responses were collected on telephone to simulate the exercise at the time of accreditation by a team of volunteer students. Before proceeding for the survey, the Age, Gender, academic programme being pursued by the student were confirmed. After making the students aware of the instructions, motive and her/his willingness to answer the complete set of questions, the responses were recorded on SSS form by student volunteers. In some cases students had to be called twice or thrice to suit their convenient time to answer the complete set of questions. This team of volunteers was trained and supported by teachers. The respondents were assured that their identity would not be disclosed.

#### **B) Analysis and the findings:**

The responses collected from students were fed to an excel sheet designed for the analysis by the team. The responses were analyzed by a team of teachers. The question-wise outcome of the results is presented below:

1. How much of the syllabus was covered in the class?

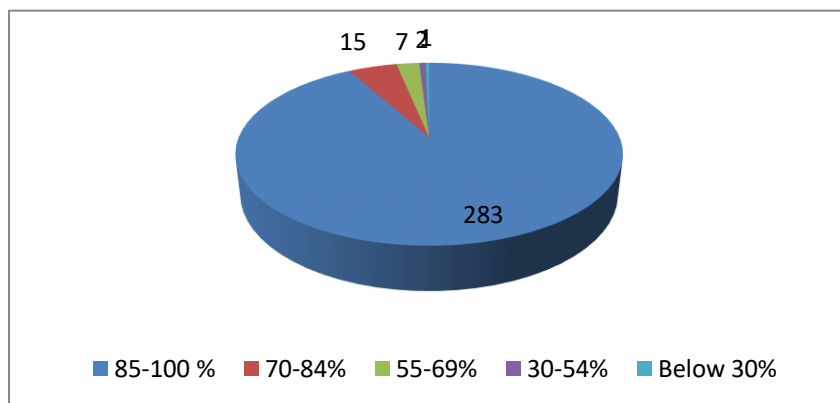
**4 – 85 to 100%**

3 – 70 to 84%

2 – 55 to 69%

1– 30 to 54%

0 –Below 30%



2. How well did the teachers prepare for the classes?

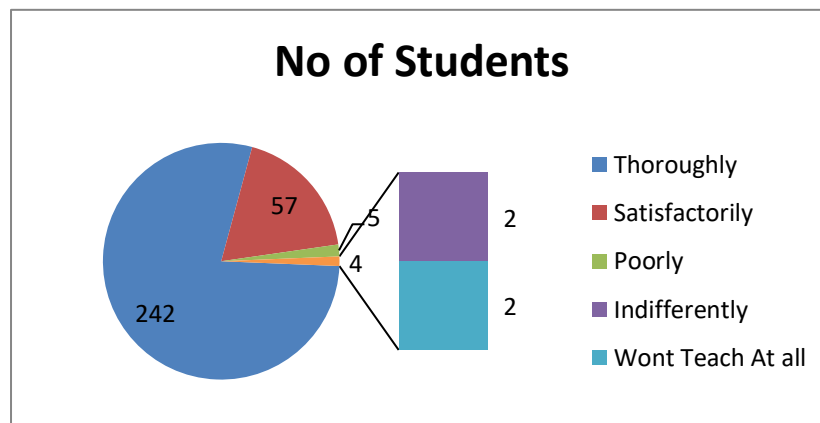
**4 –Thoroughly**

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all



3. How well were the teachers able to communicate?

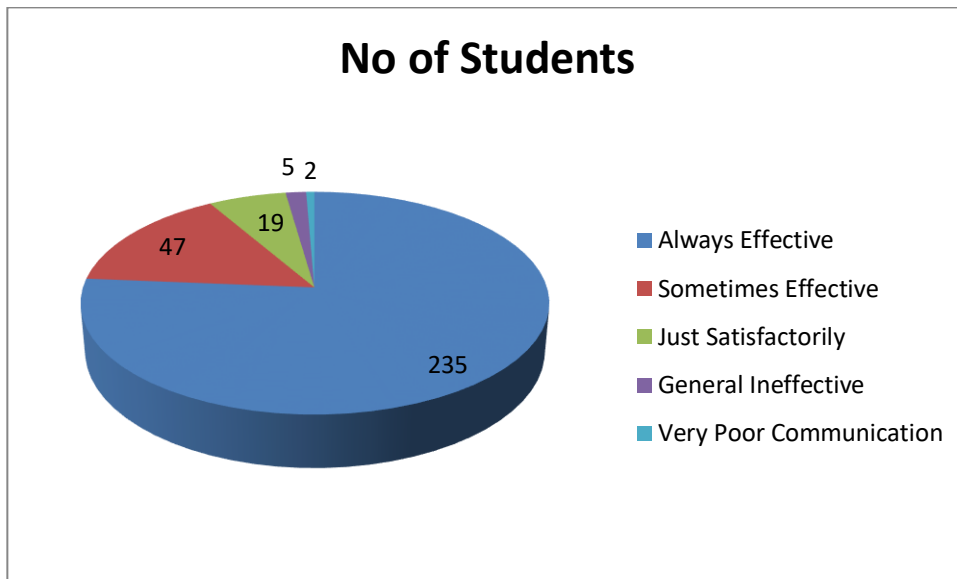
**4 – Always effective**

3 – Sometimes effective

2 – Just satisfactorily

1– Generally ineffective

0– Very poor communication



4. The teacher's approach to teaching can best be described as

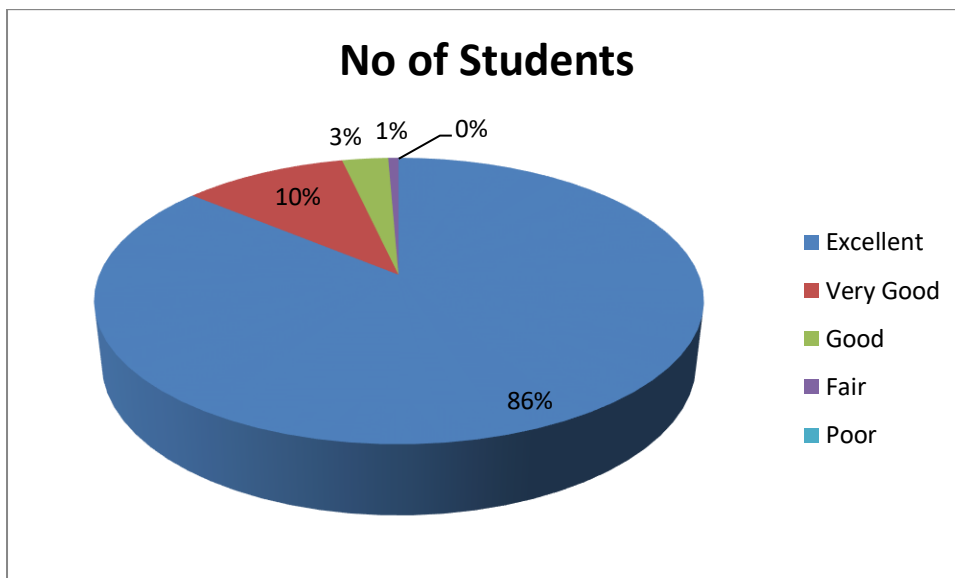
**4– Excellent**

3 – Very good

2 – Good

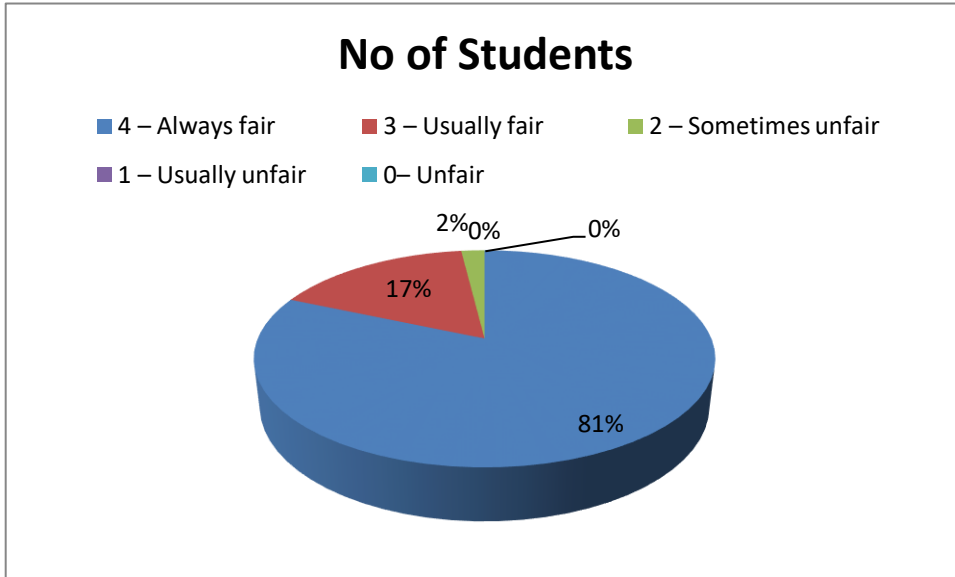
1 – Fair

0– Poor



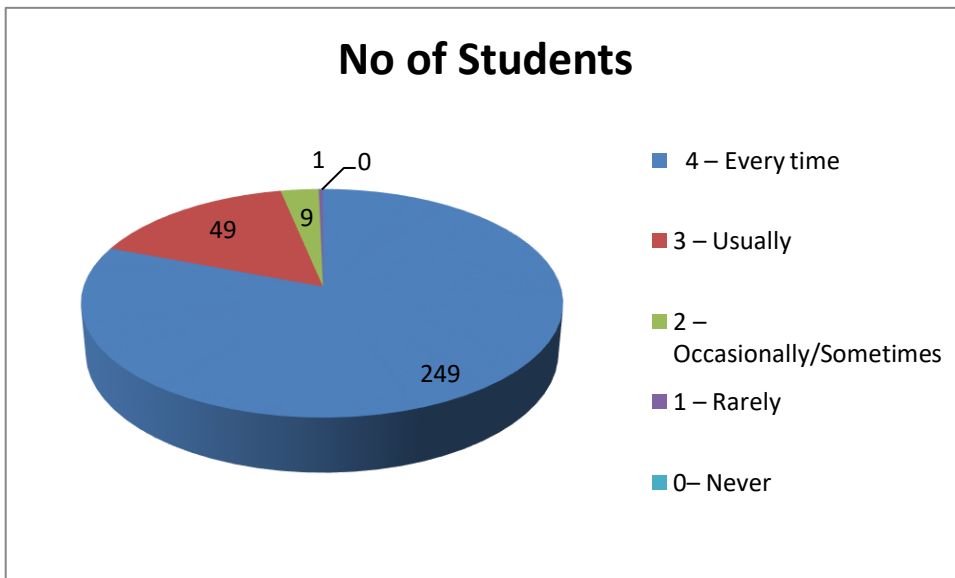
5. Fairness of the internal evaluation process by the teachers.

- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0– Unfair



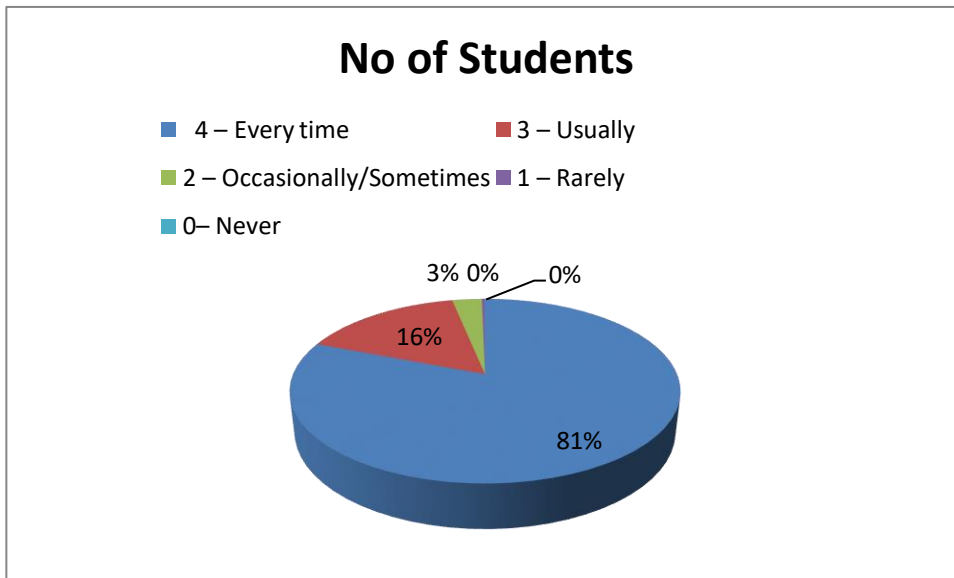
6. Was your performance in assignments discussed with you?

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0– Never



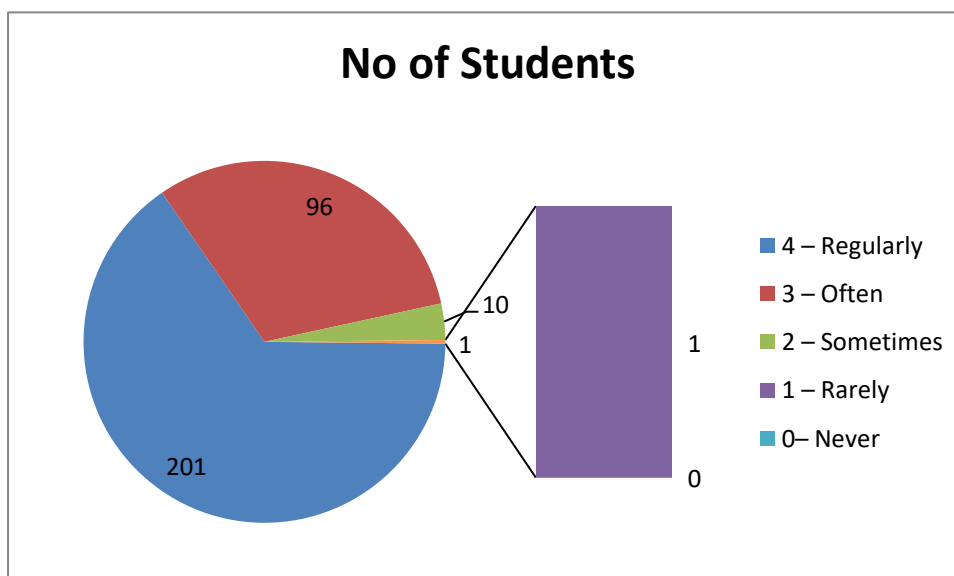
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

- 4 – Regularly
- 3 – Often
- 2 – Sometimes
- 1 – Rarely
- 0– Never



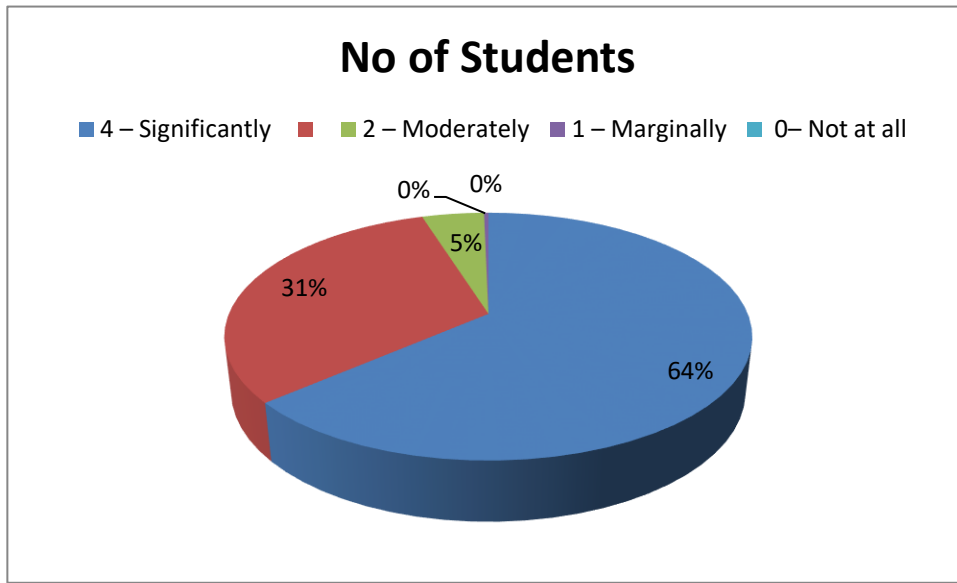
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0– Not at all



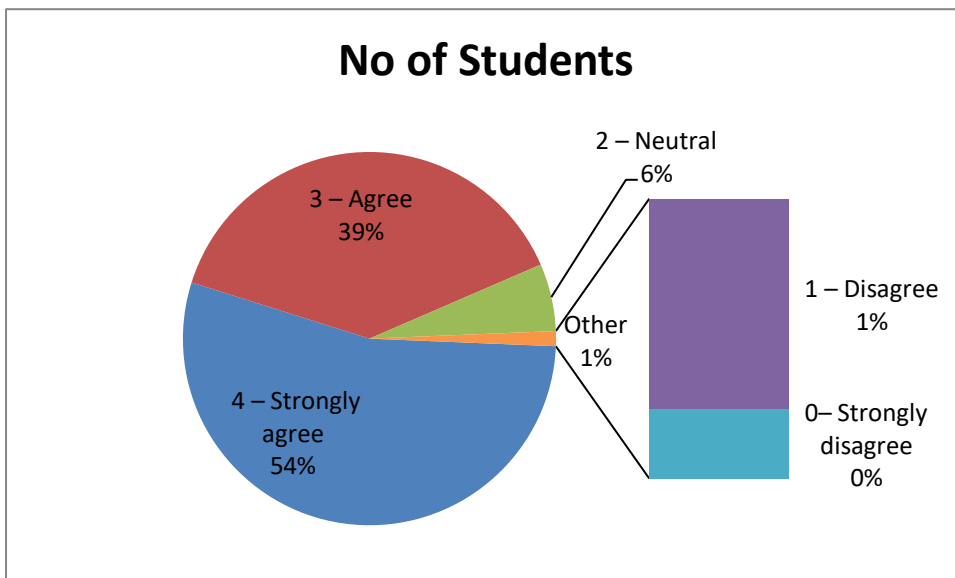
9. The institution provides multiple opportunities to learn and grow.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree



10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

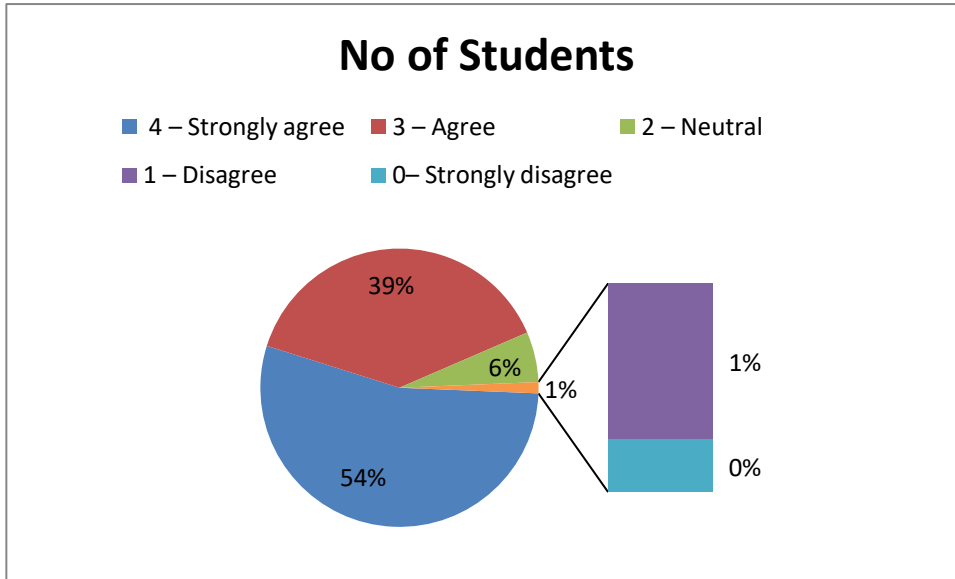
- 4 – Every time
- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never





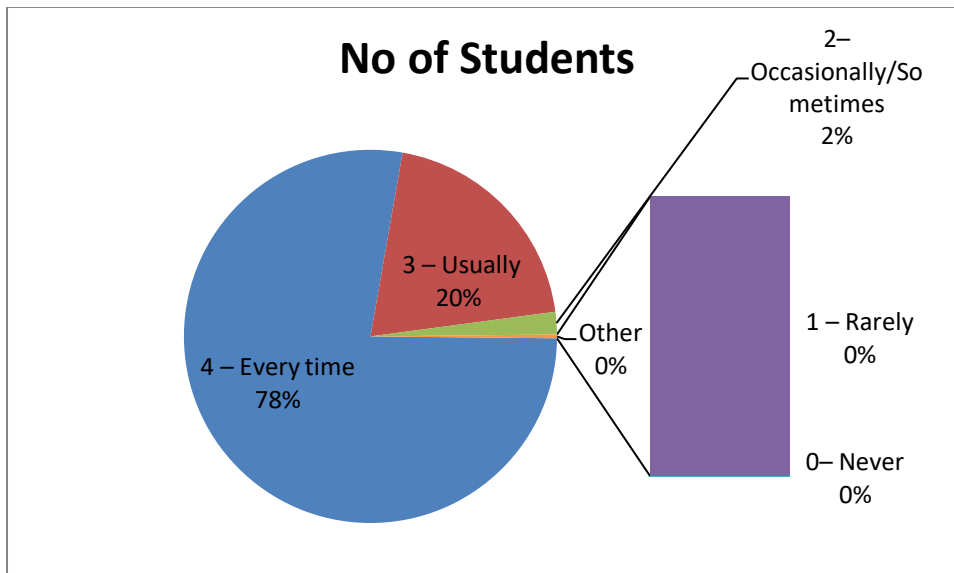
11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor



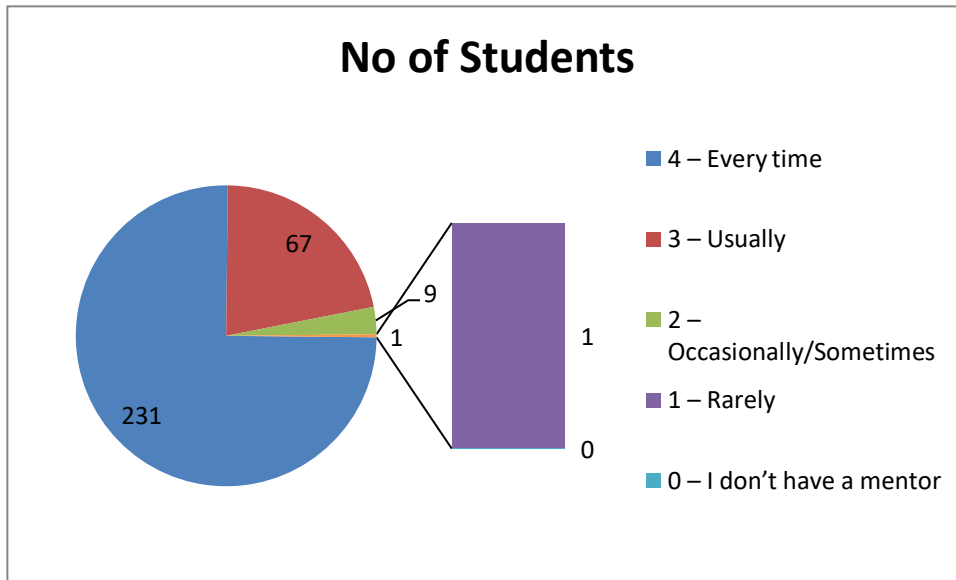
12. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never



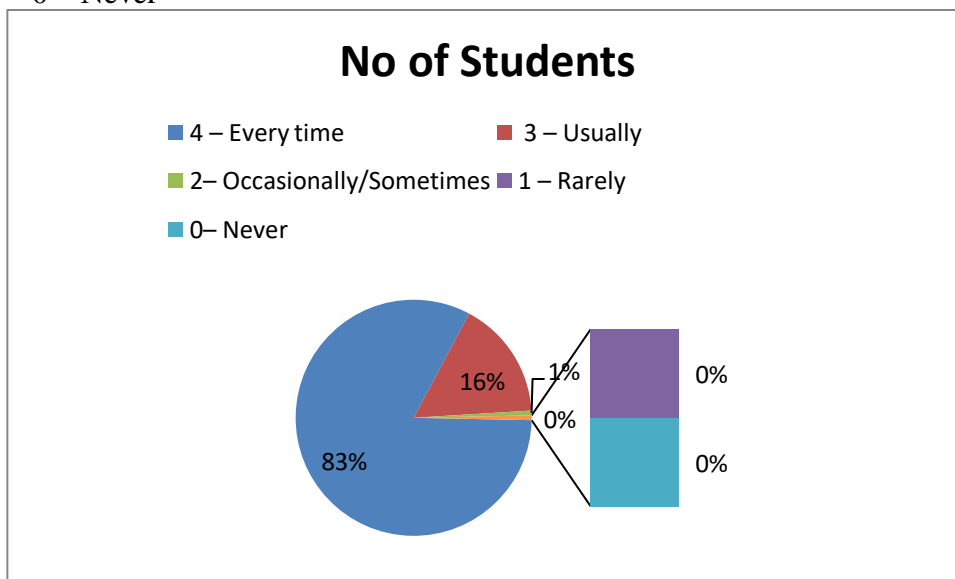
13. The teachers identify your strengths and encourage you with providing right level of challenges.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0– Unable to



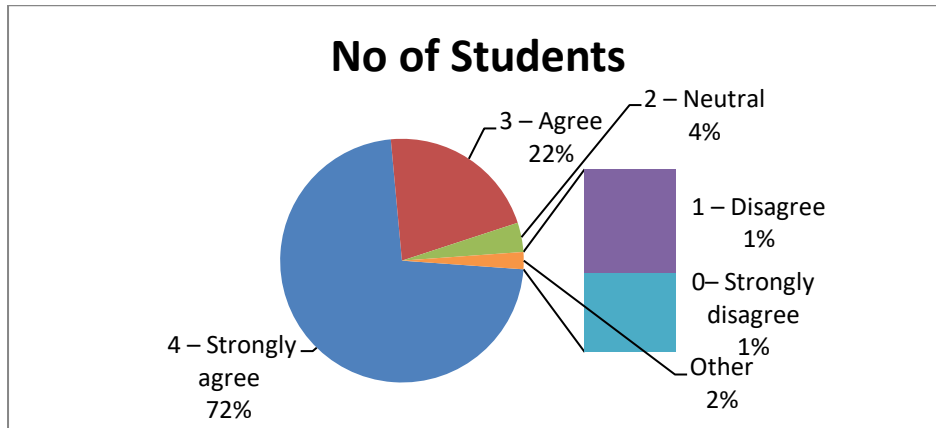
14. Teachers are able to identify your weaknesses and help you to overcome them.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never



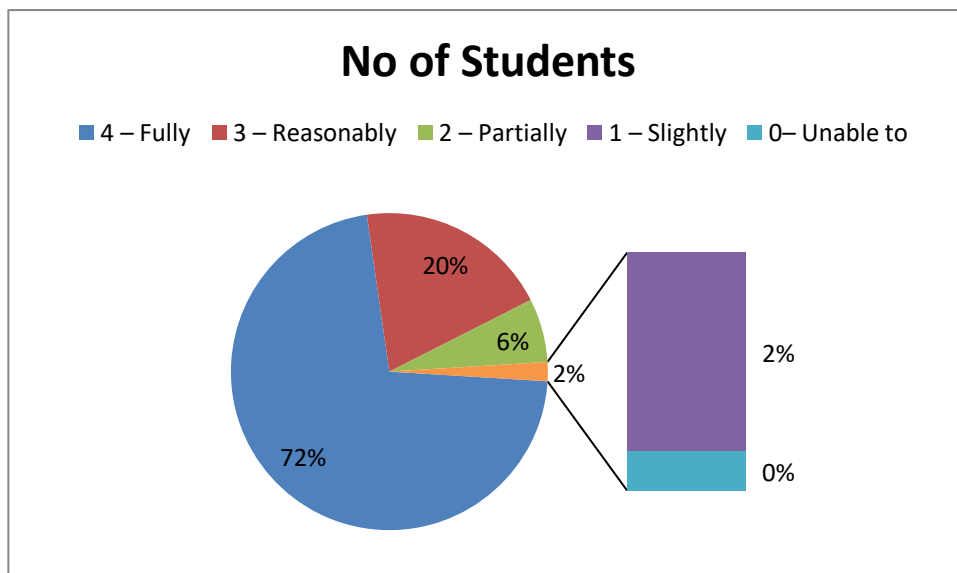
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree



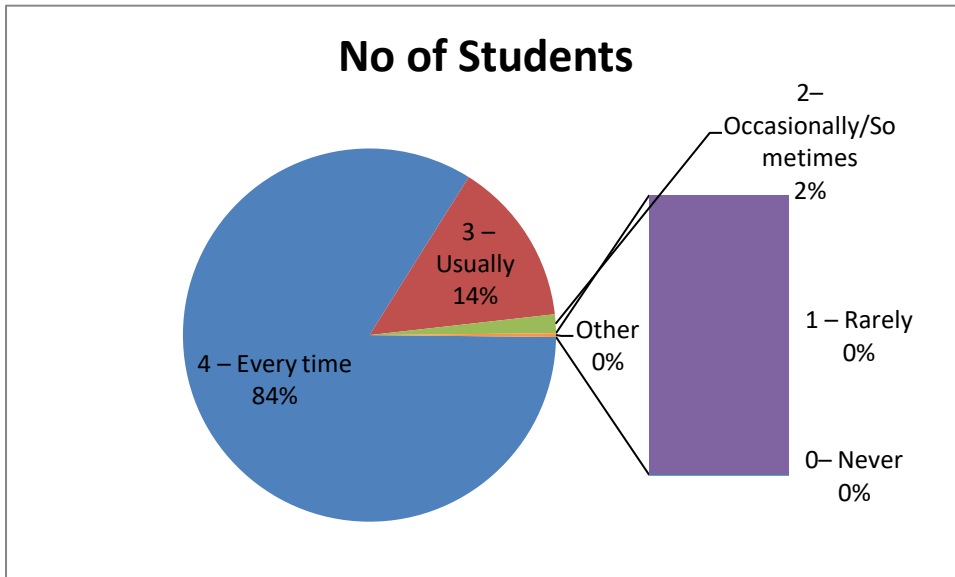
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all



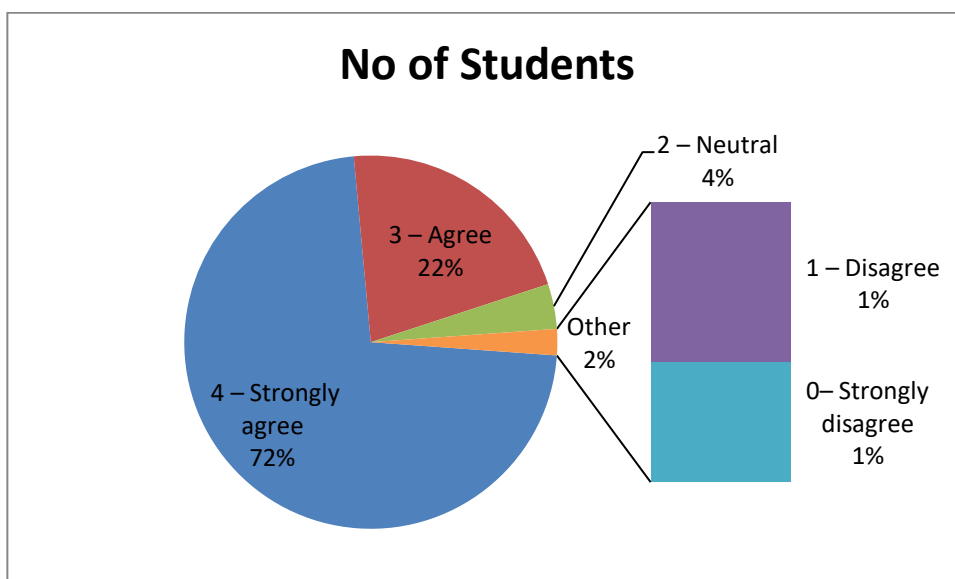
17. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree



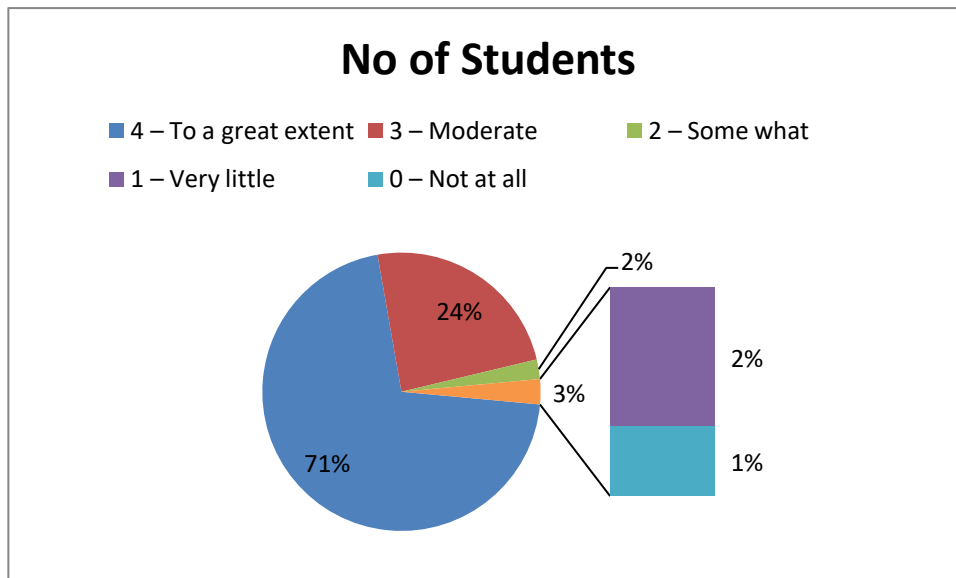
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all



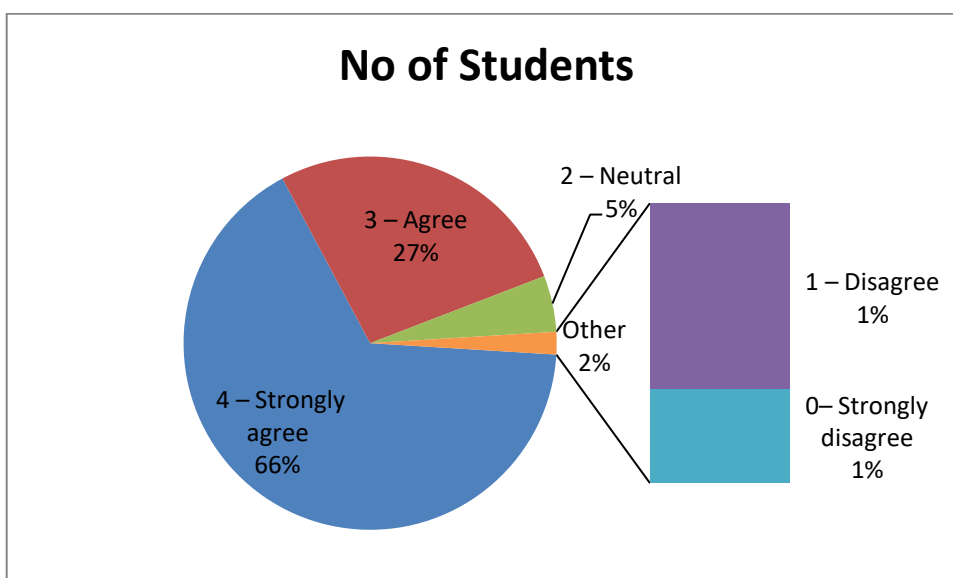
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%



20. The overall quality of teaching-learning process in your institute is very good.

- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree



21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- a) To conduct more sessions Industry Experts
- b) Need Lectures on Hybrid Mode
- c) Unit wise Evaluation
- d) More Focus on Extra Curricular Activities like Sports, Cultural,etc

### **C) Key findings from the survey:**

A high percentage of students expressed complete satisfaction over the quality of Teaching Learning in our Institute.

1. Overall satisfaction regarding the syllabus completion and preparedness of the teachers and communications with the students was expressed by the students.
2. There is a overwhelming appreciation among the students for teachers' attitude towards teaching and fairness in evaluation. Teachers' preparation, communication, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.
3. The Institute provides ample opportunities for cultural activities, sports activities and extra - curricular activities. The students have opined that Swayam Siddhi College of Management and research also provides good environment for emotional growth of students.

**The SSS has also pointed out a few grey areas where the institutes do have scope for enhancement in quality of education.**

They are as follows:

- a) To conduct more sessions from Industry Experts
- b) Need lectures on Hybrid Mode.
- c) Class test through Google Forms unit wise.
- d) More Focus on Extra Curricular Activities like Sports, Cultural, etc

## D) Action Taken Report :

Sr. No	Suggestions	Action taken
1.	To conduct more sessions from Industry Experts	Meeting with Management & Director was conducted in which faculties were instructed conduct workshops, guest lectures and seminars from Industry Experts
2.	Need lectures on Hybrid Mode.	Faculties were instructed to conduct lectures on hybrid mode for students
3.	Class test through Google Forms unit wise.	Faculties were instructed to conduct Class test through Google forms Unit Wise to have Continuous improvement and assessment of Students.
4.	More Focus on Extra Curricular Activities like Sports, Cultural, etc	Faculties were instructed to arrange for Sports, Cultural, Various Competitions/ Events at Inter and Intra Level